JOB DESCRIPTION

The primary purpose of the **Team Leader** role is to monitor, assess and develop the performance of advisors to ensure that the best possible experience is provided to bet365's customers. The Team Leader role can be broken down into 8 key performance areas:

1. **Coaching and Development**
2. **Monitoring**
3. **PDP's**
4. **Feedback**
5. **Decision Making and Escalation**
6. **Completion of Advisor/Specialist Role**
7. **Self-focus**
8. **Compliance**

1. Coaching and Development

1.1 Actively works to ensure that Advisors/Specialists are developing skills and knowledge in-line with departmental objectives

1.2 Discusses and agrees development activities to continuously develop team members

1.3 Develops team members towards existing and future opportunities

1.4 Refers to banding documentation when planning development

1.5 Prepares for a formal coaching session and has a set goal which supports departmental objectives

1.6 Uses the GROW model as the basis for formal coaching

1.7 Looks for and implements opportunities to coach outside of formal reviews

1.8 Facilitates development activities based on the team member's learning needs

2. Monitoring

2.1 Continuously and actively measures advisor performance to ensure excellent service to the customer

2.2 Ensures Advisors work productively and efficiently

2.3 Monitors quality of work against agreed performance criteria

2.4 Utilises systems to look for patterns in Advisor/Specialist work to identify development needs

2.5 Completes tailored monitoring based on investigation of development needs

2.6 Uses Live, Remote and Historical monitoring to confirm development needs
2.7 Sets a clear purpose for conducting a monitoring session
2.8 Records evidence of monitoring

3. PDPs

3.1 Records instances of development in PDPs following a formal coaching session
3.2 Sets objectives which are Specific, Measurable, Agreed, Realistic and Timed
3.3 Ensures that PDPs are in-line with departmental objectives and have a direct impact on the customer
3.4 Ensures PDPs are kept up-to-date and accurate
3.5 Provides evidence to measure development and complete a PDP

4. Feedback

4.1 Highlights and rewards examples of outstanding performance/conduct
4.2 Identifies performance/conduct below accepted standards and responds appropriately
4.3 Delivers feedback in an appropriate setting and timeframe
4.4 Records evidence of good and poor performance/conduct

5. Decision Making and Escalation

5.1 Analyses key data in appropriate back office resources to underpin decision making
5.2 Ensures the customer is integral to the decision making process
5.3 Actively supports team members with escalations/complaints
5.4 Encourages Advisors/Specialists to be proactive in their decision making
5.5 Takes escalated contacts as and when required
5.6 Identifies where an issue is beyond their remit and escalates to the correct person/department
5.7 Ensures that all complaints and escalations are documented accurately

6. Completion of Advisor/Specialist Role

6.1 Responds, recognises and anticipates key times and carries out Advisor/Specialist work accordingly
6.2 Completes the Advisor/Specialist role to the highest standard and sets the benchmark in performance
6.3 Ensures procedural and system knowledge is current in order to complete the Advisor/Specialist role

7. Self-focus

7.1 Promotes a customer focused culture within their team

7.2 Acts as a role model and sets a good example to their team

7.3 Plans time effectively to complete development activities with team members

7.4 Communicates effectively with colleagues, Supervisors and Managers

7.5 Is always positive about bet365 and supports the management message

7.6 Takes ownership of any given projects or tasks

7.7 Proactively learns new skills and enhances knowledge to invest in own development

7.8 Shows resilience and presence within the department

8. Compliance

8.1 Conducts oneself in a manner that adheres to, complies with and supports bet365’s policies and procedures in accordance with all regulatory bodies and relevant governments, the Payment Card Industry Data Security Standards and Health and Safety

8.2 Follows all bet365 security protocols

8.3 Takes into consideration the different licences and regulatory requirements when dealing with customers from those countries

The main responsibilities of the Team Leader position are to oversee, evaluate, coach, and enhance the performance of advisors to guarantee that bet365's customers receive the best possible experience.

The suitable candidate/s will exhibit a strong desire and enthusiasm for coaching, developing, and motivating others, which includes pinpointing areas for growth that will aid in the advancement of advisors and assist them in their daily tasks. Collaborating as part of a team is important, while also showcasing flexibility and readiness to take on new challenges within this varied role.

Preferred Attributes, Skills and Experience:

- Completes the Advisor role to the highest standard and sets the benchmark in performance
- Can-do attitude with the ability to work effectively and efficiently under pressure
- Is always positive about bet365 and supports the management message

- Excellent organisational, prioritisation, planning skills and strong attention to detail
- Excellent written and verbal communication skills
- Ability to identify areas for improvement and embrace change